

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)
FY 2022-23

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity:	L51109WB1974PLC029637
2. Name of the Listed Entity	IFB Industries Ltd
3. Year of incorporation:	1974
4. Registered office address:	14, Taratolla Road Kolkata - 700 088, India Tel : (091) (33) 3048 9299 Fax : (091) (33) 3048 9230
5. Corporate address:	Plot No. IND-5, Sector – I East Kolkata Township Kolkata - 700 107 Tel : (091) (33) 3984 9524 Fax : (091) (33) 2442 1003
6. E-mail:	investors@ifbglobal.com
7. Telephone:	(091) (33) 3984 9524
8. Website:	www.ifbindustries.com
9. Financial year for which reporting is being done:	2022-23 (April 1, 2022 to March 31, 2023)
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE), BSE Limited (BSE) and Calcutta Stock Exchange
11. Paid-up Capital	40.52 (in INR Cr) as on 31st March 2023
12. Name and Contact Details of the person who may be contacted in case of any queries on the BRSR report	Mr. Raj Shankar Ray (DIN Number 03498696) Designation: MD and CEO - Home Appliance Division Telephone No :- 0832 3044800 email ID: rajshankar_ray@ifbglobal.com Mr. Harsh Vardhan Sachdev (DIN Number 06385288) Designation: MD and CEO - Engineering Division Telephone No :- 033 3048 9299 email ID: harsh_s@ifbglobal.com
13. Reporting boundary: Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis

II. Products/services

14. Details of business activities (accounting for 90% of the turnover) :

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1	Home Appliance products	The Division is engaged in the business of manufacturing and marketing of Home Appliances Products.	79.2%
2	Engineering products	The division is engaged in manufacturing of diverse parts, accessories for motor vehicles, fine blanked components, stamping components etc.	17.1%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover) :

Sr. No.	Product/Services	NIC Code	% of Turnover Contributed by the Product
1	Home appliances products viz., Washing Machines (Domestic and Industrial), Air Conditioners, Dryers, Microwave Ovens, Dishwashers etc and AMC Services	2750	79.2%
2	Engineering products viz., fine blanked components, stamping components and other diverse parts and accessories for Motor Vehicles etc	2930	17.1%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Locations	No. of Plants	No. of Operations	No. of Offices	Total
National	The Company's business and operations are spread across the country. Details of Plant locations are provided in the section, 'General Shareholder Information' in the Corporate Governance Report.			
International	NIL.			

17. Markets served by the entity:

a. Number of locations

Locations	Nos.
National (States)	PAN India
International (Countries)	10

b. What is the contribution of exports as a percentage of the total turnover of the entity? Contribution of Exports to Revenue is 0.43 %

c. A brief on types of customers

Home Appliance Business

IFB Industries Ltd is a leading manufacturer of home appliances and industrial solutions in India. Our customers come from diverse backgrounds and industries, and we are committed to meeting their needs through innovative and high-quality products and services.

Our Customers includes end consumers, government bodies & department like CPC, INCS, CSD, dealers, distributors, brand stores, e-commerce, LFR, Institutions, hospitals, hospitality industries and other private companies.

Engineering Business

We supply auto components to different car manufacturing companies which inter alia includes Maruti,

Honda, Toyota, Tata Motor, Hero Motor Corps etc. Customers like Lucas TVS, Magna, TM Seating, Hero Motor cycle Division added in the list.

IV. Employees

18. Details as at the end of Financial Year : 31.03.2023

a. Employees and workers (including differently abled) :

Sr. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (B)	% (B/A)
Employees						
1.	Permanent (D)	2104	1941	92.25%	163	7.7%
2.	Other than Permanent (E)	187	150	80.21%	37	19.79%
3.	Total Employees (D+E)	2291	2091	91.27%	200	8.73%
Workers						
4.	Permanent (F)	549	462	84.15%	87	15.85%
5.	Other than Permanent (G)	2258	2041	90.39%	217	9.61%
6.	Total Workers (F+G)	2807	2503	89.17%	304	10.83%

b. Differently abled Employees and workers:

Sr. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees(D + E)	-	-	-	-	-
Differently abled workers						
4.	Permanent (F)	3	3	100%	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	3	3	100%	-	-

19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors (in Nos.)	14	1	7%
Key Management Personnel (in Nos.)	7	-	-

20. Turnover rate for permanent employees and workers

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	23.35%	26%	23.55%	15.69%	18%	15.9%	13.77%	15.48%	13.92%
Permanent Workers	19.41%	10.23%	18.06%	2.633%	0.94%	2.33%	3.97%	4.35%	4%

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

Sr. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether Holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility Initiatives of the listed entity? (Yes/No)
1	Global Automotive & Appliances Pte Ltd.	Subsidiary	100%	No
2	Thai Automotive & Appliances Limited	Subsidiary	100%	No
3	IFB Refrigeration Limited	Associate	44.44%	No

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 : Yes
(ii) Turnover (in Rs.) : 4126.25 Crs
(iii) Net worth (in Rs.) : 545.48 Crs

VII. Transparency and Disclosures Compliances

23. Complaints / Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (“NGRBC”) :

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	-	-	-	-	-	-
Investors (other than shareholders)	Yes	-	-	-	-	-	-
Shareholders	Yes, a designated official for grievances redressal	7	-	-	7	-	-
Employees and workers	Yes, Internal Mechanism is in place	-	-	-	-	-	-

Customers	Yes, through toll free number, email, social sites	2552397	4091	Mostly related to service call for installation of product, training, AMC etc recieved at toll free number on ongoing basis. The pending calls were resolved within 72 hours	2025957	5665	Mostly related to service call for installation of product, training, AMC etc recieved at the toll free number on ongoing basis. The pending calls were resolved within 72 hours
Value Chain Partners	Yes	-	-	-	-	-	-

24. Overview of the entity's material responsible business conduct issues –

Our Sustainability initiative focuses on our most significant sustainability issues and opportunities. These are defined by our ongoing materiality assessment, which identifies and prioritizes issues based on two criteria: the impact or likely impact on the achievement of Company's Strategic Objectives; and the impact or potential impact on Company's stakeholders and their interests.

Our materiality assessment is based on our risk management processes, which not only consider immediate risks, but also longer-term emerging macro trends such as the accelerating growth in demand for renewable energies and policy changes impacting the cost of CO2 emissions, all of which could profoundly affect our markets.

Indicated below are the material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications.

Sl. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk / Opportunity	In-case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
1	Climate change, global warming and climate action	Risk if no action taken / Opportunity for the company to take a lead on action	<p>Climate action represents a core focus area among industry players, not only as a means to address the climate crisis but also establish the organization as a leader.</p> <p>Climate concerns have continued to increase as the effects of climate change become increasingly evident. Both physical and transition risks pose a threat to the Company's business operations and continuity. For example, extreme weather could potentially impact physical assets, stakeholders are demanding increased efforts towards reducing emissions and disclosing performance, and the overall transition to a low carbon economy requires substantial investment. However, there also exists a clear opportunity through climate action. This includes direct opportunities to mitigate climate risk, reduce GHG emissions, enable savings in electricity costs over the mid-term, etc.</p>	<p>Company has taken a number of steps to conserve energy, optimize alternate sources of energy, reduce emissions and report on progress. To further enhance our actions in this direction, the Company is exploring more renewable energy technologies. The company is also leading in developing / commercializing products which will reduce the environmental footprint (E.g., machines with Xeros technology / use of steam to reduce water consumption and plastic micro-fibre release etc.</p>	Positive – as the company views this as an opportunity to lead action
2	Changes in consumer preferences and behaviour	Opportunity to differentiate	<p>Across the globe, the concept of sustainable consumerism has gained momentum with more consumers choosing to support brands that generate positive impact. Factors such as climate change and Covid-19 are increasingly influencing customer sentiment and leading to demand shifts.</p>	<p>Company has invested in developing products that work to reduce environmental impact for examples washers that save water, and energy appliances. The manufacturing process followed also has certain controls on environment friendly processes and effluent discharge control. The Company is at initial phase on conducting Life Cycle Assessments (LCA) to effectively quantify impact and identify potential risks from existing or future products.</p>	Positive – an opportunity for the company to lead and differentiate itself

Sl. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk / Opportunity	In-case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
3	Health and safety	Risk	In the normal course of business, human resources including associates, subcontractors and channel partners are all exposed to inherent EHS risks. The Company has a safety oriented culture and it makes every effort to ensure safe and motivating work environment .	At the Company, permanent employees and contractual employees are provided with safety and skill upgradation training, thereby building the skillset to mitigate and effectively respond to various safety-related risk. Plants are certified with ISO 45001:2018 standard and established safety committee is in place which includes unit heads and departmental heads.	Negative
4	Water scarcity	Opportunity	Like climate change, water scarcity is becoming a common concern in areas around the world. Companies are facing a range of water-related risks such as lack of resources, degradation of water quality and and continued increase indemand of water consumption.	To minimize exposure to this risk, the Company has focused on practicing greater responsibility with respect to water consumption. This includes measures to reduce water consumption in production operations by installing water recycling plants. Further the company is working on new technologies to develop products that will require less water during the consumer-use phase.	Positive

Sl. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk / Opportunity	In-case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
5	Digitization, technological advancement, Product innovation	Opportunity	The growth of digital technology has presented numerous opportunities for organizations in the consumer electronics segment. Industry players are strategically integrating tech solutions into diverse areas of the business, leading to higher demand and revenue, increased customer satisfaction, and greater operational efficiency. At the company, tech absorption has already generated results in terms of product improvements, cost reductions and import substitutions.	Company has integrated various measures aimed at technology absorption. The Home Appliance division has been working actively with partners from other countries such as Italy, China and Korea to enhance knowledge and capabilities, and importing technologies. On an ongoing basis, internal design teams also work on technology upgrades such as testing and validation of products IOT, wireless controls and app-based appliance controls.	Positive
6	Sustainable product development	Opportunity	Sustainable product development has been considered a core component of meeting broader environmental goals. For product organizations, the greatest opportunities extend beyond manufacturing and operations processes, but also into the ability to mitigate impact through consumer-use, thereby creating transformational change in the industry.	The Company has developed a range of products that reduces the environmental impact in terms of use of water and energy. For example, all washing machines manufactured now have a 5-star rating in energy as per BEE. The Company is in the initial phase on conducting Life Cycle Assessments (LCA), and incorporating principles of the circular economy into product design and end-of-life management, all of which will further build on the capability to develop more environment friendly products in the coming years.	Positive

Sl. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk / Opportunity	In-case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
7	Circular economy and waste management	Opportunity	In response to the growing waste crisis, robust waste management coupled with principles of the circular economy are of core importance, particularly for organizations involved in the manufacture of tangible products. Industry peers are also investing in incorporating various elements of the circular economy across the product lifecycle. These include more responsible packaging, offering repair options and take-back programs, among other circular models.	The Company is currently practicing some elements of the circular economy, including the development of an "End of Life" return policy, through which old products may be exchanged and returned products are recycled in accordance with Government regulations. The Company provides spares and services beyond estimated life of the product so that the life of the product increases thereby reducing overall requirement of such products. The organization is also exploring more circular initiatives in both product design and office operations.	Positive
8	Diversity and inclusion	Opportunity	In response to rising inequalities on a global scale, significant investment and focus is being dedicated to enhance diversity and inclusion at the workplace – a trend that can be observed across industries. However, the consumer electronics industry is still at a comparatively nascent stage, signalling tremendous scope for improvement and opportunities for organizations to establish themselves as industry leaders setting best practices.	Company has an ongoing focus on greater representation of women at all levels of the workforce. The establishment of a monitoring mechanism with specific KPIs to assess performance over time periods will further enhance the organization's ability to drive continual progress.	Positive

SECTION B : MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes								
	b. Has the policy been approved by the Board? (Yes/No)	Yes								
	c. Web Link of the Policies, if available	www.ifbindustries.com								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	No								
4.	Name of the national and international codes / certifications / labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001: 2015 ISO 45001: 2018 ISO 14001: 2015								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Yes								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Every department/ functional area across the organization at the Company, sets internal targets and goal annually, which is linked to the KRAs and appraisal process. These targets and goals are reviewed monthly/quarterly basis and the update is reviewed by the Senior management. We have developed internal ESG strategy and in the process of going public with the ESG commitments. The goals and targets will be provided on annually going forward.								

GOVERNANCE, LEADERSHIP AND OVERSIGHT

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

Our company has published its mandatory Business Responsibility and Sustainability Report, which covers a range of indicators that reflect our commitment to responsible business practices. As a beginner in reporting ESG performance, we faced several challenges in identifying and tracking the most relevant areas and detailing them to the indicators. However, we recognized the importance of sustainability and took steps to improve our ESG performance. In the environmental forefront, to reduce our carbon footprint, conserve resources and minimize waste. We have implemented various initiatives, including using renewable energy sources, adopting circular economy practices, water recycling, etc. On the social front, we are committed to ensuring that our business practices are ethical and socially responsible. And we have implemented a range of initiatives and measures for employee health and safety, diversity and inclusion etc. Governance challenges are another critical area of focus for us, and we are committed to upholding the highest standards of corporate governance. We have implemented various measures to ensure transparency, accountability, and ethical behaviour across our organization. Moving forward, we will continue to report on our ESG performance and provide our stakeholders with the information they need to make informed decisions. We are committed to transparency

and accountability and will work towards being a responsible corporate citizen. We recognize that sustainability is a journey, and there is still much work to be done. We are committed to continuous improvement and will be using the information gathered in our report to develop a sustainability roadmap that will guide our efforts towards achieving our sustainability goals and targets while considering the impact of our operations on the environment, society, and our business.

8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy-(ies).	The Managing Director and CEO of respective Divisions are responsible for implementation of the Business Responsibility policy/policies.
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Board's Corporate Social Responsibility Committee meets to review the Company's CSR Performance. Further the Board which meets at least 4 times per year review the Company's sustainability performance on a Quarterly basis.

10. Details of Review of NGRBCs by the Company :																		
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Performance against Above policies and follow up action	Yes									Quarterly							
Compliance with the statutory requirement of relevance to the principles, and rectification of any non-compliances	Yes									Need basis								

		P1	P 2	P3	P4	P 5	P6	P7	P8	P9
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide name of the agency.	No.								

12. If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated: This section is not Applicable

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1 – Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors & KMPs	8 (As part of Board Meetings)	Updates and awareness related to regulatory changes are conducted for the Board of Directors & KMPs. Topics covered includes: – Corporate Governance – Companies Act – SEBI Listing Requirements – Familiarization Programme	100%
Employees other than BoD and KMPs	297	Health, & safety, POSH, Code of conduct, value based skill upgradation etc.	80%
Workers	321		93%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):

There were no instances of any disciplinary action taken by any law enforcement agency for the charges of bribery/ corruption against Directors/KMPs/employees/workers.

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Not Applicable

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

The Company’s Code of Conduct Policy for Directors and Senior Management set out the company’s commitment to operating with the highest level of business ethics and in accordance with applicable laws and regulations. This code provides guidance on recognizing and dealing with ethical issues and includes mechanisms to address unethical conduct.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption :

None

6. Details of complaints with regard to conflict of interest:

None

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable

PRINCIPLE 2 – Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2022-2023	FY 2021-2022	Details of improvements in environmental and social impacts
R&D Expenditure (in %)	1.22%	1.36%	key focus of R&D is to improve the energy efficiency, water efficiency, durability and quality of the products
Capital Expenditure (Capex) Investment (in %)	0.20%	0.14%	Capex is mainly for enhancing the resource efficiency of the manufacturing processes, and also for the pollution control, and safety of the employees.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes. The supplier partners of the company adhere to all environmental and social standards as mandated by the Government of India.

b. If yes, what percentages of inputs were sourced sustainably?

The Company has been continuously making efforts to increase use of renewable source.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Salient points of the process to reclaim Electrical and Electronics waste (EEE) and plastic waste :-

- Through exchange schemes, & customer take-back program
- Through Producer Responsibility Organizations (PROs) and recyclers who are nominated for collection of e-waste and plastic packaging waste at the customers end and the collected waste are safely disposed and recycled in an environmentally sound manner.

Hazardous Waste and other non-hazardous waste generated at our manufacturing units are safely disposed as per the rules and regulation through the authorized recyclers, as identified by SPCBs (State Pollution Control Boards).

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

The Extended Producer responsibility (EPR) is applicable to the e-waste and plastic packaging waste generated at the end of life of the product. The waste collection plan is submitted to the CPCB. And quarterly and annual returns are filled to the CPCB (Central Control Pollution Board). The waste collections are in line with the targets specified by CPCB in the authorization granted to IFB Industries Ltd. The targets are met and reported to CPCB.

PRINCIPLE 3 – Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1. a. Details of measures for the well-being of employees :

% of employees covered by									
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)
Permanent Employees									
Male	1941	1941	100%	1941	100%	–	–	1941	100%
Female	163	163	100%	163	100%	163	100%	–	–
Total	2104	2104	100%	2104	100%	163	100%	1941	100%
Other than Permanent Employees									
Male	150	150	100%	150	100%	–	–	150	100%
Female	37	37	100%	37	100%	37	100%	–	–
Total	187	187	100%	187	100%	37	100%	150	100%

b. Details of measures for the well-being of workers :

% of workers covered by									
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)
Permanent Employees									
Male	462	462	100%	462	100%	–	–	462	100%
Female	87	87	100%	87	100%	87	100%	–	–
Total	549	549	100%	549	100%	87	100%	462	100%
Other than Permanent Employees									
Male	2041	2041	100%	2041	100%	–	–	2041	100%
Female	217	217	100%	217	100%	217	100%	–	–
Total	2258	2258	100%	2258	100%	217	100%	2041	100%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2022-23			FY 2021-22		
	% of employees covered	% of Workers Covered	Deducted and deposited with the authority (Y/N/ N.A.)	% of employees covered	% of Workers Covered	Deducted and deposited with the authority (Y/N/ N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	98%	100%	N.A	98%	100%	N.A
ESI	1.05%	46.81%	Y	0.78%	50%	Y
NPS	92%	50%	Y	91%	56%	Y

3. **Accessibility of workplaces :** Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard

Yes, the Company has the necessary infrastructure in place to make the workplaces accessible to differently abled employees and visitor.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy. Yes, the policy can be accessed at <https://www.ifbindustries.com>.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	95%	95%	95%	100%
Total	97.5%	97.5%	97.5%	100%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Particular	If yes, Provide Details
Permanent Workers	The company has a robust internal grievance handling procedures for the both the employees and the workers. An open-door policy is followed.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity :

Category	FY 2022-2023			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Employees						
Total Permanent employee	2104	0	0	2049	0	0
Male	1941	0	0	1886	0	0
Female	163	0	0	163	0	0
Workers						
Total Permanent Workers	549	0	0	591	0	0
Male	462	0	0	488	0	0
Female	87	0	0	103	0	0

8. Details of training given to permanent employees :

Category	FY 2022-2023					FY 2021-2022				
	Total (A)	On Health and safety measures		On Skill Upgradation		Total (D)	On Health and safety measures		On Skill Upgradation	
		Nos (B)	% (B/A)	Nos (C)	% (C/A)		Nos (E)	% (E/D)	Nos (F)	% (F/D)
Employees										
Male	1941	1800	92%	1500	77.28%	1886	1700	90%	1660	88%
Female	163	150	92%	120	74%	163	140	86%	139	85%
Workers										
Male	462	462	100%	462	100%	488	488	100%	439	90%
Female	87	87	100%	87	100%	103	103	100%	92	90%

9. Details of performance and career development reviews of permanent employees and worker :

Gender	FY 2022-2023			FY 2021-2022		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	1941	1941	100%	1886	1886	100%
Female	163	163	100%	163	163	100%
Workers						
Male	462	462	100%	488	488	100%
Female	87	87	100%	103	103	100%

10. Health and safety management system :

- a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**

Yes, The Company has implemented an occupational health and safety management system certifiable to ISO 45001. Maintaining, fostering and improving the safety and well-being of the employees and workers.

- b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

All work-related hazards into the daily routines/activities are identified and assessed using Hazard Identification and Risk Assessment (HIRA) and control measures are put in place by active participation of the employees and workers. Safety committee comprises with cross-functional team assess and reviews the risk on a non-routine basis and bring necessary change into the process. Safety trainings are conducted on regular-basis. Induction training, mock drills and other capacity building are provided to all the employees, workers etc.

- c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

Yes, A system is place across the manufacturing units for the workers to spot and report work related hazards, and offer suggestions on safety improvements. Joint physical inspections are conducted by senior management representatives and employees on the shop floor on regular intervals and respective corrective and preventive measures are taken to mitigate the identified risks in order to create an open and transparent safety culture.

- d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, employees and workers have access to the non-occupational medical and healthcare services. Company provide medical insurance to all the employees and workers and their family members.

11. Details of safety related incidents, in the following format :

Safety Incident / Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million - person hours worked)	Employees	-	-
	Workers	0.21	0.23
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	1	1

12. Describe the measures taken by the entity to ensure a safe and healthy work place :

- Weekly safety visits by senior management along with the employees across the plants, and all actionable points are identified, track, and mitigate the risk through corrective and preventative actions.
- Safety Score is implemented covering all lead and lag indicators and score shared with the units to track the improvement month on month.
- Audits and inspection are done periodically to ensure effective implementation of safety management system.
- Safety awareness trainings are provided to all the employees and the workers across the plants and offices.
- Safety committees comprise with cross functional teams review high risk activity and implement the mitigation strategies and actions periodically across the units.

13. Number of Complaints on the following made by employees and workers :

Particular	FY 2022-2023			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year :

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Working Conditions	100%
Health & Safety	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

- Well focused tactical training is conducted to promote awareness amongst the employees, worker, and contractual workers etc.
- Detailed investigations are carried out for all types of incidents, accidents and significant risks to identify the root causes and temporary and permanent measures required to avoid recurrence.

PRINCIPLE 4 – Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.
Stakeholder groups are identified based on the nature of the activity with the entity. Any individual or group which has direct or indirect impact to the business value chain is identified as core stakeholders.
2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholder	No	<ul style="list-style-type: none"> • Annual General Meeting/ Stock Exchange Disclosures/ Quarterly and Half yearly Results Publication/Email communications/ letters/Complaints and Resolutions 	AGM- Annual H/Y Results- Half yearly Q/Y Results - Quarterly Others- Ongoing	Financial Results, Induction of Board members, Long term Business Performance.
Employees	No	<ul style="list-style-type: none"> • Town hall meetings • Performance reviews and appraisal • Various learning and development initiatives • Newsletter • Shop floor meetings • Emails and Notice Board • Employee portals • One-on-one meeting 	Continuously as need basis (Daily/ Monthly/ quarterly & Annually)	<ul style="list-style-type: none"> • Information about company's business growths and performance. • Goals and Targets of the activity & Business • Health, safety and wellbeing awareness • The key forces that are driving the company's forward trajectory. • Rewards and Recognition • Learning and development initiatives

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> • Emails • Website • Customer feedback mechanism • Grievance redressal mechanism • Ad campaigns • Social media • Customer Survey 	Continuously	<ul style="list-style-type: none"> • Meeting evolving customer needs. • Delivering quality products, • Expanding customer base • Create customer awareness on the product usage • Safety demonstration • Customer service satisfaction feedback
Suppliers & Value Chain Partners	No	<ul style="list-style-type: none"> • Emails, • Conference Calls • Suppliers Meet • Suppliers reviews and audits 	Need basis Annually	<ul style="list-style-type: none"> • Dialogue on improving the efficiencies of the suppliers and value chain partners.
NGOs & Communities	Yes	<ul style="list-style-type: none"> • Community Investment programs to promote education, health and skill development for under privileged. 	Need basis Annually	<ul style="list-style-type: none"> • To create meaningful change in the communities under its influences.
Government/Regulators	No	<ul style="list-style-type: none"> • Submission of performance reports • Annual Reports • Compliance reports • Attending meetings and discussions held by regulatory bodies 	Need basis, Monthly, quarterly & annually	<ul style="list-style-type: none"> • Regulatory Compliances • Financial Performances • Long term business performance

PRINCIPLE 5 – Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format :

Category	FY 2022-2023			FY 2021-2022		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	2104	2104	100%	2049	2049	100%
Other than Permanent	187	98	52%	194	79	41%
Workers						
Permanent	549	549	100%	591	591	100%
Other than Permanent	2258	1243	55%	2151	1041	48%

2. Details of minimum wages paid to employees and workers, in the following format :

Category	FY 2022-2023						FY 2021-2022					
	Total Strength	Employees/ Workers who receive wages which is Equal to Minimum Wages		Employees/ workers who receive wages which is more than Minimum Wages		Total Strength	Employees/ Workers who receive wages which is Equal to Minimum Wages		Employees/ workers who receive wages which is more than Minimum Wages			
		No	%	No	%		No	%	No	%		
Permanent Employees												
Male	1941	-	-	1941	100%	1886	-	-	1886	100%		
Female	163	-	-	163	100%	163	-	-	163	100%		
Other than Permanent												
Male	150	-	-	150	100%	159	-	-	159	100%		
Female	37	-	-	37	100%	35	-	-	35	100%		
Permanent Workers												
Male	462	-	-	462	100%	488	-	-	488	100%		
Female	87	-	-	87	100%	103	-	-	103	100%		
Other than Permanent												
Male	2041	1517	74%	524	26%	1947	1520	78%	427	22%		
Female	217	175	81%	42	19%	204	166	81%	38	19%		

3. Details of remuneration/salary/wages, in the following format :

	Male		Female	
	Number	Median Remuneration/ salary/wages of respective category	Number	Median Remuneration/ salary/wages of respective category
Board of Directors (BoD)*	6	1.40 Crs	-	-
Key Managerial Persons	1	1.12 Crs	-	-
Employees other than BoD and KMP	1934	9.7 Lacs	163	9.42 Lacs
Workers	462	4.40 Lacs	87	2.42 Lacs

* Excluding Non -Executive Director and Independent Directors.

** Excludes Key Managerial Person who are already covered under Board of Directors.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, The Company has a proper internal mechanism and POSH committee to handle, resolve and prevent any misconduct across the organization

5. Describe the internal mechanisms in place to redress grievances related to human rights issues :

The company has policies on human rights which cover to the company only. Grievance's redressal mechanism is in place internally for all the workers and employees regarding any human rights issues. Vigil mechanism policy and procedures are also in place that protects employees who raise concerns or report to any violations.

6. Number of Complaints on the following made by employees and workers :

Particular	FY 2022-2023			FY 2021-2022		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	-	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Company is committed to be a workplace free of discrimination and harassments, and has zero tolerance for any such conduct. We have internal mechanism and POSH committee to handle, resolve and prevent any such misconduct

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes.

9. **Assessment for the year :**

	% Plants and offices that were assessed by entity or statutory authorities or third parties
Child Labour	The Company internally monitors compliance for all relevant laws and policies pertaining to these issues at 100% of its offices. There have been no observations by Local Statutory/ Third parties in India during the year.
Forced Labour/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Other human rights related issues	

10. **Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

Not Applicable

PRINCIPLE 6 – Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. **Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format :**

Parameters	Units	Value in FY 2022-23	Value in FY 2021-22
Total electricity consumption (A)	Giga Joules	1,36,250.93	1,19,800.00
Total fuel consumption (B)	Giga Joules	29,177.81	26,555.78
Energy consumption through other sources (C)	Giga Joules	19,309.42	14,365.48
Total energy consumption (A+B+C)	Giga Joules	1,84,738.16	1,60,721.26
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	Giga Joules/ Cr INR	44.77	38.90

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. – No

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

No, the company does not have any sites as designated consumers under the PAT scheme.

3. **Provide details of the following disclosures related to water, in the following format :**

Parameters	Units	Value in FY 2022-23	Value in FY 2021-22
Water withdrawal - Surface water	kilolitres	–	–
Water withdrawal – Groundwater	kilolitres	83,932.50	92,990.50
Water withdrawal - Third party water	kilolitres	36,639.36	32,168.15
Water withdrawal - Seawater / desalinated water	kilolitres	–	–
Water withdrawal – Others	kilolitres	–	–
Total volume of water withdrawal	kilolitres	1,20,571.86	1,25,158.65
Total volume of water Consumption	kilolitres	1,20,571.86	1,25,158.65
Water intensity per rupee of turnover	kilolitres/ Cr INR	29.22	37.28

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. – No

4. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

Yes, Necessary actions and initiatives have taken across all the manufacturing units to conserve, reuse, and recycle water, thus ensuring ZLD (Zero Liquid Discharge). All the manufacturing units are well equipped with STP (Sewage treatment plants), ETP (Effluent Treatment Plants) and wastewater treatment units to treat wastewater to a usable quality of water. The treated water is used in process, gardening and flushing purpose within the premises.

5. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format :**

Parameters	Units	Value in FY 2022-23	Value in FY 2021-22 HAD only
NOx (MT)	Metric tonnes	0.19	0.21
SOx (MT)	Metric tonnes	3.00	3.34
Particulate matter (PM) (MT)	Metric tonnes	1.39	1.01
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. – No

6. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

Parameters	Units	Value in FY 2022-23	Value in FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	2,929.90	1,754.52
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	6,887.39	6,704.34
Total Scope 1+ 2	Metric tonnes of CO2 equivalent	9,816.40	8,458.10
Total Scope 1 + 2 Emission Intensity	Metric Tonnes of CO2 / Cr	2.98	3.12

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. – No

7. **Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

Yes, the Company has installed solar panels on the factory roof for some of the manufacturing units to reduce dependency on the non-renewable source of energy, apart from the solar; the Company is continuously improving the energy efficiencies of the manufacturing units.

8. Provide details related to waste management by the entity, in the following format:

Parameters	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	70.65	203.49
E-waste (B)	122.63	95.06
Bio-medical waste (C)	0.11	0.17
Construction and demolition waste (D)	–	–
Battery waste (E)	3.88	1.45
Radioactive waste (F)	–	–
Other Hazardous waste. Please specify, if any. (G) (Chemical Sludge from Spent Acid liquor, used/spent oil)	61.14	31.22
Other Non-hazardous waste generated (H). Please specify, if any.	2,851.90	1,897.88
Total (A+B + C + D + E + F + G+ H)	3,110.30	2,229.27
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	3,051.83	2,171.25
(ii) Re-used	22.14	31.48
(iii) Other recovery operations	4.36	2.43
Total	3,078.33	2,205.17
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	1.23	2.26
(ii) Landfilling	12.34	7.45
(iii) Other disposal operations	18.39	14.40
Total	31.97	24.10

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. – No

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

A comprehensive waste management program is in place to manage waste efficiency. We have adopted 3R principle - Reduce, reuse, recycle towards waste management across the plants and offices. As a process of reclaiming the end of life products, EPR (Extended Producer Responsibility) is implemented for recycling of the e-waste, plastic packaging waste. Where recyclers and PRO (Producer Responsibility Organizations) are nominated to collect and recycle the waste.

10. **If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format :**

None of our manufacturing units are in/around ecological sensitive areas.

11. **Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year :**

Since we don't have our plants at ecological sensitive areas, we have not initiated environmental impact assessments in the current financial year.

12. **Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format :**

Yes, the entity is compliant with all the applicable regulations.

PRINCIPLE 7 – Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a. **Number of affiliations with trade and industry chambers/ associations.**
The company has 10 active affiliations with trade, industry/ chambers associations.
- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

Sr. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Federation of India Chambers of Commerce and Industry (FICCI)	National
3	Manufacturing Association of IT (MAIT)	National
4	Consumer Electronics and Appliances Manufacturing Association (CEAMA)	National
5	Refrigeration and Air-conditioning Manufacturers Association (RAMA)	National
6	Verna Industrial Association (VIA)	State
7	Goa State Industries Association	State
8	Goa Chamber of Commerce & Industry (GCCCI)	State
9	Automotive Component Manufacturers Association of India (ACMA)	National
10	Society of Indian Automobile Manufacturer (SIAM)	National

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.**

There were no cases of anti-competitive conduct during the reporting period.

PRINCIPLE 8 – Businesses should promote inclusive growth and equitable development

Essential Indicators

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year – Not Applicable**
2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format : Not Applicable**
3. **Describe the mechanisms to receive and redress grievances of the community.**
All agreements between the Company and the stakeholders, contain clauses on handling of grievances, disputes etc.
4. **4. Percentage of input material (inputs to total inputs by value) sourced from suppliers :**

	FY 2022-2023	FY 2021-2022
Directly sourced from MSMEs/ small producers (%)	31.99%	22.24%
Sourced directly from within the district and neighbouring districts (%)	34.23%	31.73%

PRINCIPLE 9 – Businesses should engage with and provide value to their consumers in a responsible manner:

Essential Indicators

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**
A well-established system is in place to for dealing with customer complaints and feedback.
 - Customers can reach us from multiple channels through email, sms, website, toll free number, and social media platforms.
 - The company have a dedicated customer response cell to respond to the queries and feedback.
 - On receipt of the complete details, complaints will be registered in the CRM system.
 - Post registering the service request, it is automatically assigned to the concerned branches/ franchises.
 - An auto lead is generated from the concerned branch/ franchise to an outbound team, who will reach out to the customers within 24 hours and take appropriate action to arrest the issue
 - This also provides opportunity to avoid reoccurrence of identical complaints.
 Periodically, customer’s survey/ reviews are conducted by meeting the customers physically and virtually to understand the customer habits, expectations and suggestions.
2. **Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:**

	As a percentage to total turnover
Environmental and social parameters relevant to the product	70%
Safe and responsible usage	100%
Recycling and/or safe disposal	73%

3. **Number of consumer complaints in respect of the following:**

	FY 2022-2023			FY 2021-2022		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

4. **Details of instances of product recalls on account of safety issues:**

	Numbers	Reasons for Recalls
Voluntary recalls	-	Zero Product recalls during the reporting period FY 2022-23
Forced recalls	-	

5. **Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.** Yes – www.ifbindustries.com

6. **Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

There were no complains on issues relating to the advertising and delivery of essential services, cyber security, and data privacy of customers during the year.

For and on behalf of the Board of Directors

Bikramjit Nag

(DIN: 00827155)

Joint Executive Chairman

& Managing Director

Prabir Chatterjee

(DIN: 02662511)

Director & CFO

Place : Bengaluru / Kolkata

Date : 27 May 2023